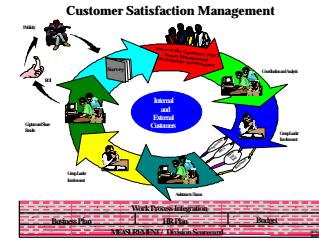


# ROQ

*Return on Quality*



## TIPS Project Enhances Tracking Capabilities

The TIPS (Total Integrated Procurement System) initiative started in December 1995 with Mike Payne (ex BUS-7 Group Leader) at the helm. According to Jean Elson (BUS-8), who is a member of the TIPS User Team, "the idea was to write specifications and develop an idea of what we want the system to look like." Many 'focus teams,' which included BUS employees and customers, were organized, including a buyers/Lab internal processes focus team, a customer interface focus team, and a user focus team. Jean says that one of the biggest complaints she gets from customers is, "I don't know where my order is...it takes too long to place." TIPS is intended to be a "cradle to grave" procurement system. This means customers and BUS personnel would be able to browse catalogues, initiate indexes, track invoices, and reconcile account activity all in one system.

Since April, Jeff Bryant of CIC-13 has taken the lead in coordinating the TIPS project. Jeff, who worked on FMIS & FRS, has worked closely with Mike Payne trying to assure a smooth transition. According to Jeff, "An RFI went out to 40 vendors of procurement software, stating that we're in the midst of looking at new software. We'll take the responses & match them against the specifications developed by the focus teams. Eventually, a decision will be made to 'make or buy' any or all of the software required." TIPS should become a reality sometime in FY 97.

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